Standard Operating Procedure (SOP): Visitor Arrival Check-in and Identification Verification

This SOP details the **visitor arrival check-in and identification verification** process, which includes verifying visitor identities, registering visitor information, issuing visitor badges, and ensuring security protocols are followed. It aims to maintain a secure environment by accurately tracking all visitors and preventing unauthorized access.

1. Purpose

To ensure proper verification, registration, and control of all visitors entering the premises, safeguarding company assets and maintaining safety for all personnel.

2. Scope

This procedure applies to all visitors and reception/security personnel at all main entrances.

3. Responsibilities

- **Reception/Security Personnel:** Implement check-in, identification, and registration procedures.
- **Host Employees:** Notify security/reception in advance if expecting a visitor and accompany visitors when required.
- **Visitors:** Comply with identification and badge requirements.

4. Procedure

1. **Visitor Arrival:** Greet the visitor upon arrival and ask for the purpose of visit and the hosting employee's name.

2. **Request Identification:** Politely request a valid government-issued photo ID (e.g., driver's license, passport).

3. **Verify Identification:** Check the details and photo to ensure the ID matches the visitor.

4. **Register Visitor Information:** Record the following in the visitor logbook or digital register:
   - Visitor name
   - Organization (if applicable)
   - Date and time of arrival
   - Name of host employee
   - ID type and number
   - Purpose of visit
   - Contact information

5. **Notification:** Notify the host employee of their visitor's arrival.

6. **Issue Visitor Badge:** Once the host confirms, issue a visitor badge clearly displaying â€œVISITORâ€ and the date.

7. **Escort:** If policy requires, ensure the visitor is accompanied by the host employee or authorized personnel at all times.

8. **Security Briefing:** Brief the visitor on basic safety and restricted areas if required.

9. **Departure and Check-out:** Upon exit, collect the visitor badge and record the departure time in the log.

5. Documents and Records

Document/Record	Responsibility	Retention Period
Visitor Logbook/Register	Reception/Security	Minimum 1 year
Visitor Badge	Reception/Security	Return upon visitor departure

6. Compliance and Exceptions

Any deviations from this SOP must be authorized by the Security Manager or designated authority. Non-compliance may lead to disciplinary action or restricted campus access.

7. Revision History

Version	Date	Description of Change	Prepared By
1.0	2024-06-30	Initial SOP release	Admin